

## CLAIMS

We claim:

1. A system for automating the processing of damage claims to company property comprising:
- a dispatch division adapted to receive a report of a malfunction of the company property;
  - the dispatch division dispatching a technician in response to the report;
  - the technician providing information related to the malfunction via a communications network, *to who?*
  - the network communicating with the technician and the company;
  - wherein the company uses the information related to the malfunction to generate a bill.
2. The system according to claim 1, wherein the communications network is wireless.
3. The system according to claim 2, wherein the system is capable of receiving information related to the malfunction from the technician when the technician is at a remote location near the location of the malfunction.
4. The system according to claim 1, wherein the bill is automatically generated.

5. The system according to claim 1, wherein the dispatch division also receives information related to the malfunction.

6. The system according to claim 1, wherein the dispatch division reviews the information related to the malfunction and refrains from dispatching a second technician.

7. The system according to claim 1, wherein the report of a malfunction is associated with a twisted pair number.

8. A system for automating the processing of damage claims to company property comprising:

a dispatch division adapted to receive first and second reports of a malfunction of company property wherein the first and second reports are different;

the dispatch division capable of dispatching a first and second technician in response to the first and second reports;

the first technician diagnosing the first report of a malfunction and collecting data related to the first report;

the first technician providing the data related to the first report via a network;

the network capable of communicating with the first technician, the company and the dispatch division of the company;

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wherein the dispatch division reviews the data related to the first report, and based on that data, refrains from dispatching the second technician; and

wherein the company uses the data related to the first report to generate a bill.

9. The system according to claim 8, wherein the company automatically generates the bill.

10. The system according to claim 8, wherein the dispatch division is capable of re-routing the first technician from a first location to a second location based on the data related to the first report.

11. The system according to claim 8, wherein the first and second reports of a malfunction are associated with first and second twisted pairs.

12. A system for automating the processing of damage claims to company property, wherein the company property includes a first asset and a second asset, the system comprising:

a dispatch division adapted to receive a first report of a first malfunction and a second report of a second malfunction;

the dispatch division capable of dispatching a first technician in response to the first report and a second technician in response to the second report;

the first and second technicians both providing information related to their actions and related to the cost of their actions to the company;

the company determining that the first malfunction caused both the first report and the second report;

the company preparing a bill that includes the cost of both the first and second technicians' actions.

13. The system according to claim 12, wherein the first technician communicates with the dispatch division using a wireless communications network.

14. The system according to claim 13, wherein the second technician communicates with the dispatch division using a wireless communications network.

15. The system according to claim 14, wherein the first and second technicians use laptop computers to communicate with the communications network.

16. The system according to claim 12, wherein the dispatch division redirects the second technician from a first location to a second location.

17. The system according to claim 12, wherein the cost of a third technician's actions are added to the bill.



